# INFORMATION SERVICES PLAN 2000-2005 Revised for 2005 Budget Year

This plan is an addendum to the long-term strategic plan and was approved by the Davis County Library Board of Directors in a public meeting on **July 27, 2004**. The Library hopes to implement the items in this plan in 2005 and, for some items, in the years following

### **Current Functions**

The Davis County Library provides all of the standard services and programs offered by major public libraries. These include reference, information, reader's advisory and interlibrary loan. Services for children include reference assistance for school assignments, story hours and a summer reading program. Materials offered by the library include books, magazines, videocassettes, musical audiocassettes and compact discs, books-on-tapes, CD-ROMS and maps. The Davis County Library owns a total of approximately **500,000** items that are available to the public in five libraries, which are located in Farmington, Bountiful, Clearfield, Layton and Syracuse.

The most critical use of computers in the library centers on the automated cataloging and circulation system and on PCs linked to the Internet. The automated cataloging and circulation system, which has been in place since 1987, handles all circulation functions of the library, including patron registration, checkout and check in, notification for late materials, billings, and a variety of miscellaneous tasks. In addition, it provides the library with a public catalog that shows what materials are owned by the library and whether or not they are currently available for check out. The catalog can be searched by author, title, subject or key word. The catalog and a patron=s personal library information (what books are checked out to his or her card, what holds have been place, what fines have accrued, etc.) are available through the Library=s homepage and by dial-in modem. This system, which is the heart of library operations, utilizes Dynix software and is currently running on an HP 9000/L1000 unit. Dynix supplies all maintenance and support. The system is attached to a UPS and when necessary is cooled by a separate air conditioner installed nearby.

The Library also uses an automated acquisitions system provided through Dynix software. However, in August 2000, the Library began using an Internet-based acquisition system using Baker and Taylor software (Baker and Taylor being the primarily supplier of the Library=s materials), which links with both Dynix and the OCLC system used for cataloging. In addition, in August 2000 the Library began making full-text databases available to registered library patrons through its homepage. This permits patrons to search the databases and print articles from their homes and businesses. The Library views this advance as the first of several that will provide broad access to library resources from remote sites.

The second primary function of computers in the Library in terms of public service is to provide access to the Internet through on-site PCs. As of August 2004, the Library has 58 PCs linked to the Internet through either the County=s network (22 for staff use) or through U.S. West (36 for public use). This includes PCs at the new Syracuse/Northwest Branch. The connections for the public Internet PCs to U.S. West are through DSL lines. Following a change in 2002, those for staff use only are now connected to the County network by DSL lines. All PCs linked to the Internet are connected to printers available for public use. The Library is part of the Pioneer Project sponsored by the Utah State Library and through this Internet-based project has access to several key resources, including the full-text magazine articles available on Ebsco Host and the Descret News archives. In addition, the Library provides access to a variety of databases to which it subscribes, such as Heritage Quest and the Classical Music Library.

Computers are also used in the library for interlibrary loans (through the international OCLC system), word processing for staff members and for the public, and other miscellaneous tasks. The OCLC link is located at the Headquarters Library and is used to provide initial cataloging information and to conduct interlibrary loan searches. Word processing for staff members is available at all five libraries utilizing the Word program. Word processing for patrons is available at four of the branches, but is not available at the Syracuse/Northwest Library at this time.

# The Development of Electronic Services in the Future: The Long View

Over the past 3- 5 years, the Davis County Library has achieved many of its goals for providing access to electronic information services for the public. All five branches provide walk-up access to the Internet through publicly-available PCs with print capabilities. The telecommunications system that supports this access is very good, utilizing DSL lines. All PCs are equipped either with Windows 2000, Windows NT or Windows XP, as well as the most current search engines available. Finally, the Library=s Dynix system has been made more powerful by changing in 2001 from an HP 9000/E95 mainframe to an HP9000/L1000, which will allow for necessary expansion in terms of both software options and the number of terminals accessing the system. The Library has also made its catalog available through an Internet connection (www.davis.co.ut.us/library), using the Dynix WebPac software as well as through a dial-in modem (three lines).

With this fundamental structure in place, where does the Davis County Library go in the next 3 - 5 years?

- 1. Add PCs for Internet access and other electronic services consistent with the expansion of existing buildings and the addition of new branches in accordance with the long-term strategic plan. The Davis County Commission approved a major tax increase to begin in budget-year 2000 in order to support the Library=s long-term strategic plan. The plan calls for four major projects through the year 2005. The first of those, the expansion of the South Branch Library, was completed in October 2000. The second, the expansion and remodel of the Central Branch Library, was completed in October 2002. The third, the opening of a new branch in Syracuse, was completed in August 2003. The fourth is the building of a Centerville Branch Library. This branch is scheduled to open in April 2006. This expansion has resulted in a significant increase in the number of PCs available for the public to access the Internet as well as some expansion of PCs for the staff to access the Internet and the County network and an increase in the number of Dynix terminals available for public access to the catalog. With branch library buildings now fairly stable, the rate of increase in public computer stations will slow down although we anticipate continuing to add more to meet demand for both Internet access and word processing
- 2. Convert the circulation and cataloging system from the Dynix software to the Windows-based Horizon software as soon as grant money can be secured for the project. Dynix, the company, will no longer provide enhancements to the Dynix software system, which is Unix based and which is the software we use. The company's efforts are now to encourage libraries to shift to the Windows-based Horizon software, which is the software they clearly intended to enhance and improve over the next several years. It is now our opinion that the Horizon product has matured enough and offers enough advantages to us in terms of services we can provide the public and our own internal operational needs that the conversation is justified. However, the project will incur significant costs and require extensive work. We estimate the total conversion cost at about \$200,000 with a sizable portion of this going to PCs that are necessary, in place of "dumb terminals," to access the system. To ease the cost burden, the Library will begin in 2005 applying for an LSTA grant to underwrite 75% of the project, and will continue applying until it is successful in attaining the grant. Once the grant is attained, we will have 18 months to expend it. At that time, we will work closely with the County IS Department to

plan for the major work of conversion.

- 3. Provide patrons with options for accessing the Internet through their personally owned electronic devices. A growing number of patrons own electronic devices, such as laptop computers and PADs, that are very mobile and that permit access to the Internet either through a wireless or plug-in connection. Increasingly, private business and public agencies, such as libraries, are providing Internet connection options for those with such devices. It is our sense that this would be a welcome addition to our menu of electronic services for patrons and would potentially serve the additional function of relieving some pressure on the Internet accessible PCs owned by the Library. It is our intention to offer this type of access at the South Branch Library by the end of 2004 and use that installation as a test site. We will make the access available through Blue Socket software in accordance with a policy adopted by the Board of Directors that can be implemented when we are prepared to do so. If the testing at South Branch proves successful, we will plan installation at the four remaining branches in 2005—an effort that will require wiring work on the part of the IS Department unless we choose to contract it out. (Note: Because the Syracuse/Northwest Branch already has some plug-in ports wired for connection to the Internet, a different approach may be taken there in 2005 with additional work in 2006 to make the branch fully wireless. The decision on this would be made in consultation with the IS Department.)
- 4. Update the appearance of the Library website consistent with the general layout for department websites established by the County, in addition to advancing visibility and interest for patrons, and to maintain accessibility for patrons with special needs. The Library's website plays an increasingly important role in facilitating access to library resources and information. However, it is generally agreed by library staff and staff members of the IS Department that the look of the web page is dated and not consistent with the approach being taken with other County departments. It is hoped that by working with the IS Department significant progress will be made on the web page before the end of 2004; however, the effort may continue into 2005. In the process, the Library also has an interest in making certain that the page is visually engaging and functional for patrons, especially as it relates to conveying information for children, and that it is compliant with requirements for ADA access for patrons with disabilities.
- 5. Continue to add options for patrons to access Library information, services and resources through the Internet, both in branch libraries and from off-site locations. The opportunities available for providing patrons access to information, services and resources are expanding rapidly. The Library=s homepage and the remote patron authentication software that has been loaded on the system create the environment in which we can take advantage of these opportunities in the year ahead. These opportunities range from allowing patrons to review items that have recently been added to the collection to serving as a connection to e-books. These options have expanded in 2004 to include access to an on-line classical music database and, through the Pioneer project, the Chilton's on-line auto-repair manual service. The Library will be active in trying to exploit these opportunities for the advantage of our patrons.
- **6.** Explore long-term options for radio-frequency circulation systems and the costs and benefits of converting to such a system. The Library has had an interest for many years in this emerging technology that holds the promise of making circulation functions dramatically more efficient. However, the cost of the system still remains high and on-going exploration of potential costs and benefits has to be undertaken before a commitment is made to begin the conversion process, which will take many years.

## **2005 Plans**

With these general directions in mind, what specific plans and projects will the Library undertake in 2005?

- 1. Install software and wiring to permit access to the Internet by patrons using personally owned electronic devices. As noted earlier, we would plan to do this at South Branch in 2004 and, based on the experience there, move into the other branches in 2005. We would expect a software cost of about \$6,500 per branch, with the IS Department doing the wiring. We do not believe additional telephone lines will be necessary. There is no imposed time schedule for this project so it can be undertaken as other commitments of the IS Department staff permit. If the IS Department is unable to do the wiring due to other commitments, it could be contracted out.
- 2. Review the wiring plans for the new Centerville branch and make certain that the necessary conduit and power outlets are in place to facilitate wiring and installation of equipment for the branch opening in April 2006.
- **3.** Replace as many dated PCs and printers as budget permits consistent with guidelines established by the Information Services Department. The number of replacements needed will be determined based on IS Department records and in discussion with Library staff to determine if any PCs on the list can be retained an additional years. Early indications are that 11 PCs will need to be replaced.
- 4. Continue efforts to integrate word processing options for patrons into library services, preferably utilizing dated PCs that otherwise would be sold as surplus.
- 5. Submit LSTA grant application for conversation to Horizon software; plan and undertake conversion in late 2005 if the grant is successful. The grant request needs to be submitted in December 2004. The decision on the grant will be made in March 2005. If successful, conversion should be planned for late December 2005.
- **6.** Work with the staff and the IS Department to update the look and improve the functionality of the Library's homepage. The homepage as currently designed has served our needs well; however, we feel it can be improved to give a more up-to-date appearance by using better graphics, and that the information can be displayed in a more user-friendly manner. We also would like to continue our effort to provide patrons with more information about the Library itself and library business, such as minutes of Board meetings, as encouraged by the Commission.

## **Employee Profile**

As of August 2004, the Davis County Library employs 124 staff members. Of these, 32 are full-time (30 hours or more per week) and 92 are part-time. In 2005, we anticipate adding minimal, and possibly no new staff. It is critical to note, however, that if we do receive an LSTA grant to change to the Horizon software, we will possibly employ late in 2005 a second employee with technical responsibilities similar to Alan's to assist in maintaining the large number of PCs that would be in use in the library.

# Changes

No significant changes in operations have occurred in 2004 and none are anticipated for 2005 except as indicated in the goals above—that is, starting construction of the Centerville Branch, implementing access for patrons with their own electronic devices, and working toward a conversion to Horizon software.

# **Unused Equipment**

None at this time except as PCs are replaced based on the established schedule.

#### Justification

The above plans are justified as follows:

- 1. The Library will continue to be a source of electronic access to information for the community for many years to come. Our surveying of patrons--most recently in January 1999, through a poll conducted of approximately 600 residents by Dan Jones and Associates--indicates that patrons have an extremely high interest in the Library improving its electronic services. This is true despite that fact that approximately 65% of those surveyed have Internet access in their homes, and 50% have Internet access from their business. Clearly, most residents view the Library as an important gateway to electronic information and expect the Library to fill that role, and this is reinforced by the almost constant demand on the placed by patrons on the Library's Internet PCs.
- 2. The amount of growth in the community will require some modest increases in the number of PCs for public access, especially as the Library expands public service space. It will be necessary to increase PCs in the long run for the community as a whole as new spaces are built, with only minimal additions of PCs in existing branches. It is also hoped that with the spread of Internet access in homes and by providing access for personal computing devices some pressure of demand may be eased.
- 3. The Library should continue to explore ways to utilize technology to help perform its daily operations more effectively and to improve and customize services for patrons. The Library has traditionally operated at a very high level of efficiency when compared with other large public library systems in our area. We would like to continue examining options for increasing our productivity through the use of technology, while at the same time not compromising the quality of service we provide the public.

# **Budget**

The Davis County Library currently has sufficient operational funds to purchase additional PCs and to maintain those that it now owns. It also has sufficient funds to operate the Dynix system it owns and to purchase an annual maintenance contract. Significant additional PC purchases will occur in accordance with the building of new of public service space in accordance with the long-term strategic plan.

## **Staff Training**

The Davis County Library engages in an on-going training process for staff members at all levels. This process includes individual training, especially for new employees; training at individual branches on an asrequested basis, usually given by a staff member with expertise in the area requested; training for any interested staff members at a central location on a monthly basis, alternating between communication-based themes and reference-and-technology based themes; and at a staff-training day, for which all branches are closed, on an annual basis. In addition, staff members may request professional development time to visit other libraries and to engage in any particular training opportunities that they themselves may arrange. As a result of this multi-level training system, staff members have the opportunity to become highly skilled at their jobs with emphasis on individual areas of interest, including technology-related topics, such as Internet searching.

# **Credit Card Payment**

This option could be of use to the Library. However, given that many of our charges are comparatively small, only through experience could we learn how many patrons would use it. It will also be best to undertake this effort once the Horizon software is in place, as this software allows for the use of credit cards in conjunction with patron fine records.

### **Evaluation**

The Davis County Library engages in an on-going process of self-critical evaluation. Such a process is specified in the current long-strategic plan and parallels the annual planning process. Evaluation is carried out by several methods, which include a Achecklist≅ to see that specific actions were undertaken, staff-based evaluation, surveys, such as those conducted in-house over the past decade and the professionally-conducted community survey undertaken in 1999, and, on occasion, by outside evaluators, such as the Asecret patron≅ employed in 1998. The Board of Directors and the Davis County Commission are informed of service evaluations on an annual basis and more frequently if the specific circumstances so warrant.

# **Long-Term Planning**

In 2004, the Library will adopt a new long-term plan. The plan will cover a three year period. Automation will necessarily be addressed as part of this plan, largely along the lines established in the goals stated above.

# **The Information Services Department**

The Davis County Library wants to express its appreciation for the quality of service the IS Department has provided over the past several months. The responsiveness of the IS Department at all levels has been excellent and has truly moved us ahead in our efforts to improve access to electronic services for the community. We are especially appreciative for the assistance we were given in preparing the Syracuse/Northwest Branch Library to open its doors as the newest branch in our system. It is our view that the services from the IS Department improve every year, and that Mark Langston=s management of the department reflects a comprehensive view of where the County stands today, where it needs to be tomorrow and how to span the two. We look forward to working with the IS Department in the upcoming year and drawing on the expertise of its staff members to help us continually improve the library services we provide the public.